

Presentation On Effective Professional Communication



Agenda

1. What is Effective Communication?
2. Modes of Communication
3. Types of Workplace Communication
4. Communication Cycle
5. 7 C's of Communication
6. Barriers to Communication
7. Overcoming Barriers to Communication

1. What is Effective Communication

Effective Communication is defined as communication between two or more persons in which the intended message is –

- Properly encoded
- Delivered through an appropriate channel
- Received
- Properly decoded and understood by the recipients(s).

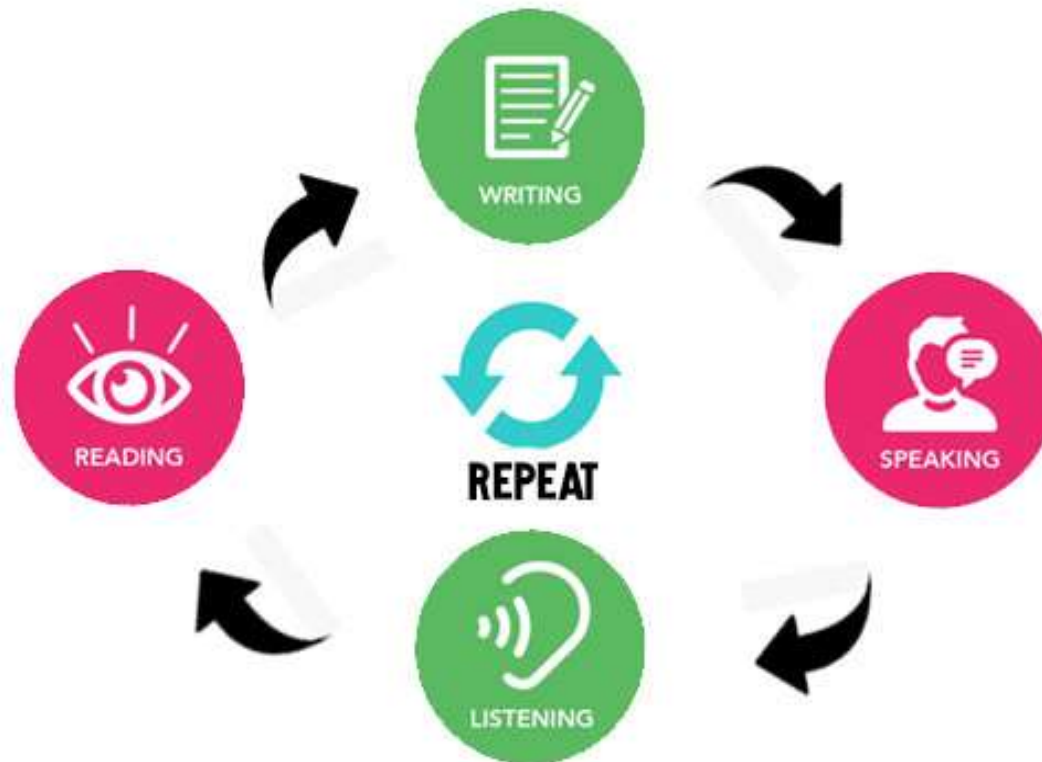
We can say that it generally involves;

Sender: The person who initiates the process of Communication by sending a message.

Receiver: The one with whom the message is to be delivered.

In a business organization, communication is said to be effective when the information or data shared among the employee effectively contribute towards the organization's commercial success.

2. Modes of Communication :



2.1. Effective Speaking

- Confident
- Clear
- Eye Contact
- Body Language

2.2 Effective Listening

- Pay Attention
- First listen then speak
- Eye contact

2.3 Effective Reading

- Fluent
- Vocabulary
- Clear and loud

2.4 Effective Writing

- Spelling, Grammar and punctuations
- Presentation
- Word choice

3. Type of Workplace Communication

- 1- Verbal Communication
- 2- Body Communication
- 3- Phone Communication
- 4- Written Communication



3.1. Verbal Communication: Verbal Communication is the use of words to convey a message. Some forms of verbal communication are written and oral communication.

3.2. Body Communication: Body Communication is the use of Physical behavior, expression, and mannerism to communicate.

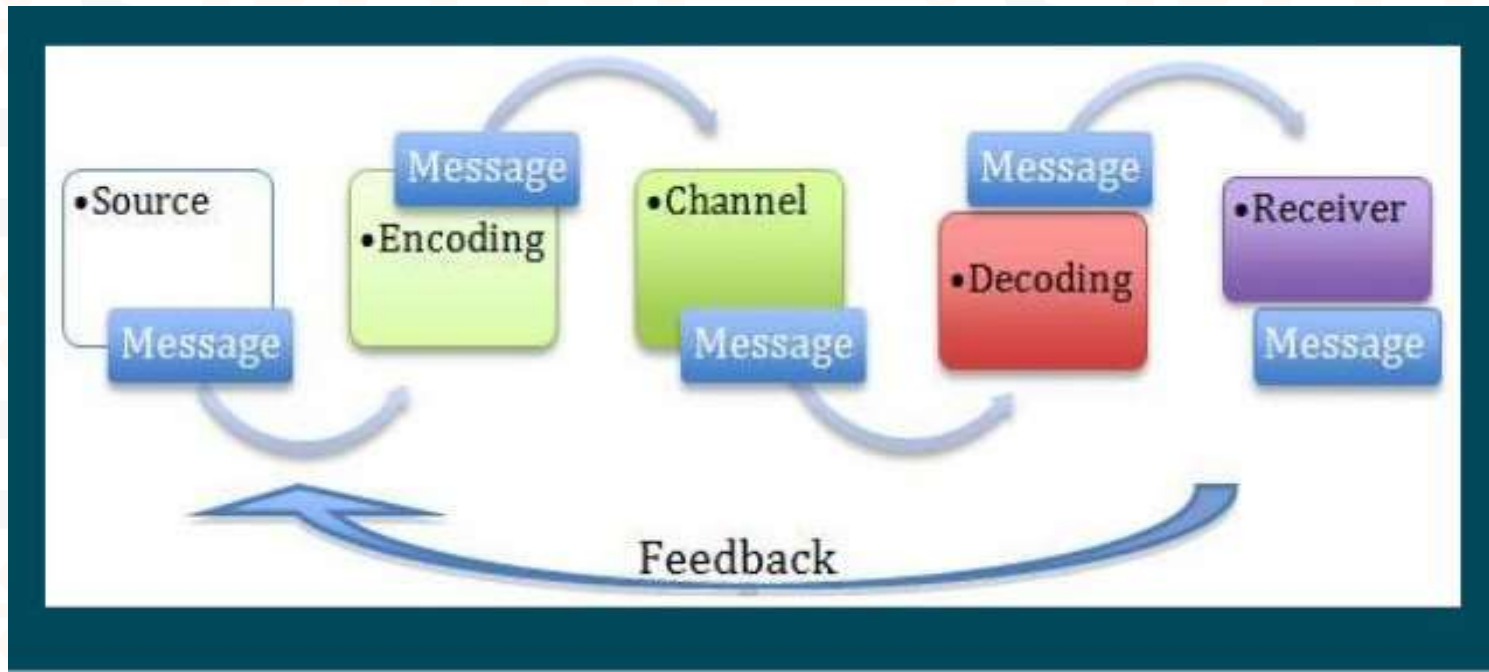
3.3. Phone Communication: Mobile Communication is the use of technology that allows us to communicate with others in different locations without the use of physical connections.

3.4. Written Communication:

Written communication means the sending of messages, orders, or instructions in writing through letters, circulars, reports, manuals, telegrams, etc.



4. Communication Cycle :



Communication Cycle

1- Sender: The process of communication starts with the sender. This is the entity that will use the means of communication to share her thoughts.

2- Encoding: Encoding is the step in the process of communication where the sender decides how she wants to convey her thoughts. Selecting the right words, associated symbols in verbal communication or gestures, tones, and sounds.

3- Message: A message is formed after the sender decides what she wants to put forth and how she wants to convey it. It's also known as encoding.

4- Channel or Medium: In order to better explain the process of communication, one has to pay close attention to one crucial wheel of this cycle, which is the medium. This screen that you're reading this article on, the newspaper that slides in every morning through your door, the television you watch your favorite movies on are all mediums.

5-Receiver: The process of communication is incomplete without a receiver to 'lend an ear'. Whenever a sender writes, or says or sings or expresses anything, it's meant to be read, or experienced. The receiver is a crucial part of this process.

6- Decoding: No matter how well the message is crafted (or encoded), it will fail to make an impact if the receiver does not possess the tools to decode the message.

7-Feedback: The process of communication is a long one. Communication does not stop afterthought, or an idea is expressed or a sentence or a word is uttered. After a message is encoded, sent over a medium received, and decoded, there is a need for the communication to keep moving. Through feedback, the receiver becomes the sender, broadcasting the views about the information received.

5. 7 C's of Communication



5.1. Clear: The message should be clear and easily understandable to the recipient. The purpose of the communication should be clear to the sender then only the receiver will be sure about it.

5.2. Correct: The message should be correct, i.e. correct language should be used, and the sender must ensure that there are no grammatical and spelling mistakes. Also, the message should be exact and well-timed.

5.3. Complete: The message should be complete, i.e. it must include all relevant information as required by the intended audience. The complete information gives answers to all the questions of the receiver.

5.4. Concrete: The communication should be concrete, which means the message should be clear and particularly such that no room for misinterpretation is left.

5.5. Concise: The message should be precise and to the point. The sender should avoid lengthy sentences and try to convey the subject matter in the least possible words.

5.6. Consideration: The sender must take into consideration the receiver's opinions, knowledge, mindset, background, etc. in order to have effective communication.

5.7. Courteous: It implies that the sender must take into consideration both the feelings and viewpoint of the receiver such that the message is positive and focused on the audience. The message should not be biased and must include terms that show respect for the recipient.

6. Barriers to Communication:



Barriers to Communication:

6.1. Information Overload: When you are sharing information at a meeting with colleagues, training a new hire in company policy and procedures, or updating a client on their campaign status, it is important to provide the central message.

6.2. Organisational structure barriers: Companies with unclear structures can make communication difficult. If a company has a complex structure with lots of management levels, information will be lost or distorted as it travels through each layer of the hierarchy.

6.3. Too much information: Providing someone with an overwhelming amount of details can confuse them and distract them from your message. This is especially the case if the message has a lot of information that is new to the receiver.

Make sure you avoid information overload in meetings, where people can easily switch off.

6.4. Semantic and language barriers:

There may be:

- Language differences between the speaker and the listeners
- Difficulties in understanding unfamiliar accents
- Uses of jargon, unfamiliar/regional expressions, specialist abbreviations, slang, technical terminology

6.5. Poor listening skills:

Workplace communication isn't just about talking. To have good communication in the workplace, it's important for managers and employees to learn how to listen.

There are many barriers to workplace communication. However, taking time to understand and overcome these barriers is an essential part of learning to work together.

7. Overcoming Barriers to Communication:

1. Checking whether it is a good time and place to communicate with the person.
2. Being clear and using language that the person understands
3. Communicating one thing at a time.
4. Check that the person has understood you correctly.
5. Communicate in a location that is free of distractions

Don't make any judgments about what someone may be experiencing, always ask!

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